

WEST☐ Generate Collection

L9: Entry 4 of 4

File: DWPI

Sep 20,

DERWENT-ACC-NO: 1989-271837
DERWENT-WEEK: 198938
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TITLE: Processing system for delivery of parcels - uses computer system with i
on carriers and senders to select delivery channel and prepare documentation i
each despatch

INVENTOR: FAJOUR, M; VANPOUCKE, J ; VANPOUCKE, J F

PATENT-ASSIGNEE:

ASSIGNEE	CODE
NEOPOST IND	NEOPN
ALCATEL SATMAM	ALCAN
SMH ALCATEL SA	SMHAN

PRIORITY-DATA: 1988FR-0003277 (March 14, 1988)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
EP 333043 A	September 20, 1989	F	013	
DE 68918968 E	December 1, 1994		000	G06F015/21
EP 333043 B1	October 26, 1994	F	014	G06F015/21
FR 2628550 A	September 15, 1989		000	

DESIGNATED-STATES: DE FR GB DE FR GB

CITED-DOCUMENTS: 4.Jnl.Ref; GB 2182178 ; JP56111963 ; JP58146957

APPLICATION-DATA:

PUB-NO	APPL-DATE	APPL-NO	DESCRIPTOR
EP 333043A	March 9, 1989	1989EP-0104224	
DE68918968E	March 9, 1989	1989DE-0618968	
DE68918968E	March 9, 1989	1989EP-0104224	
DE68918968E		EP 333043	Based on
EP 333043B1	March 9, 1989	1989EP-0104224	

INT-CL (IPC): G06F 15/21; G07B 17/00

ABSTRACTED-PUB-NO: EP 333043A

BASIC-ABSTRACT:

The parcel despatch system comprises a set of storages (2) for files contain:
firstly identification of hauliers, of the services provided by each haulier,
documents which must accompany each parcel; and secondly of senders, and the
particulars of each sender. The system can accept particulars relative to ea
despatch and check acceptance by each sender of a particular haulier's servic

The system executes a program (3) associated with the files to process the d
control the storage of the particulars of each despatch. It is provided with
of preparation and editing (10-13) of documents to generate the documents wh
accompany each despatch.

USE/ADVANTAGE - Provides fast, accurate, and reliable computer-controlled selection and documentation for despatch and transport of parcels.

ABSTRACTED-PUB-NO:

EP 333043B

EQUIVALENT-ABSTRACTS:

A computerized parcel shipping system for routing shipments received from different senders to respective recipients via different carriers on the basis of data defining a recipient for each shipment, together with a carrier and a specific one of that carrier's services which is to be used, the system comprising: first memories constituting, firstly a carrier file (21) containing characteristics specific to carriers usable by the system and relating to individual identification of the carriers themselves and to identification of the various services offered by each of them, together with the types of document required for accompanying each shipment for each service, and secondly a sender file (22) containing characteristics specific to the senders using the system and relating to individual identification of the senders themselves, and to identification of the carriers that each of the senders may use and the services of said carriers to which they have access; a second memory constituting a shipment file (20); input means (6) for inputting data relating to each shipment, print means (10-13) for outputting documents, and a programmed control unit (3) coupled to said files, to said input means, and to said print means, and including shipment preprocessing means (35-42) for inputting data, shipment processing means (45-46) attributing an individual reference to each shipment which, together with the data as input and verified defines the characteristics of the corresponding shipment, referred to as a 'processed' shipment, and storing the characteristics of each processed shipment in a shipment record in the shipment file, and document printing control means (48, 51, 58) for generating the documents identified in the carrier file on the basis of the shipment record in the shipment file corresponding to each shipment, characterised in that the shipment preprocessing means include software means (35-42) for comparing inputted data with data held in the first memories (21) and with data held in the second memory (20), and for displaying any error detected by this comparison.

CHOSEN-DRAWING: Dwg.1/4 Dwg.1,2/4

TITLE-TERMS: PROCESS SYSTEM DELIVER PARCEL COMPUTER SYSTEM FLY CARRY SEND SELECT
DELIVER CHANNEL PREPARATION DOCUMENT DESPATCH

DERWENT-CLASS: T01

EPI-CODES: T01-J05A;

SECONDARY-ACC-NO:

Non-CPI Secondary Accession Numbers: N1989-207650

WEST**Freeform Search****Database:**

US Patents Full-Text Database
 US Pre-Grant Publication Full-Text Database
 JPO Abstracts Database
 EPO Abstracts Database
 Derwent World Patents Index
 IBM Technical Disclosure Bulletins

Term:

L2 and priority same rout\$3

Display:

50

Documents in Display Format:

-

Starting with Number

1

Generate:☐

Hit List

☒

Hit Count

☐

Side by Side

☐

Image

Search

Clear

Help

Logout

Interrupt

Main Menu

Show S Numbers

Edit S Numbers

Preferences

Cases

Search History**DATE:** Monday, August 19, 2002[Printable Copy](#)[Create Case](#)Set Name
side by sideQueryHit CountSet Name
result set

DB=USPT,PGPB,JPAB,EPAB,DWPI,TDBD; PLUR=YES; OP=AD.I

<u>L4</u>	L2 and priority same rout\$3	74	<u>L4</u>
<u>L3</u>	L2 and priority	195	<u>L3</u>
<u>L2</u>	L1 and charg\$3	395	<u>L2</u>
<u>L1</u>	ship\$5 and rout\$3 near5 (id or ident\$8)	977	<u>L1</u>

Em s. find

END OF SEARCH HISTORY

WEST**Freeform Search**

Database: US Patents Full-Text Database
US Pre-Grant Publication Full-Text Database
JPO Abstracts Database
EPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins

Term: L4 and priority

Display: 50 **Documents in Display Format:** TI **Starting with Number** 1

Generate: ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

Search

Clear

Help

Logout

Interrupt

Main Menu

Show S Numbers

Edit S Numbers

Preferences

Cases

Search History**DATE:** Monday, August 19, 2002 [Printable Copy](#) [Create Case](#)Set Name Query
side by sideHit Count Set Name
result set*DB=USPT; PLUR=YES; OP=ADJ*

<u>L5</u>	L4 and priority	15	<u>L5</u>
<u>L4</u>	L3 and rout\$3	73	<u>L4</u>
<u>L3</u>	L1 and ship\$7	148	<u>L3</u>
<u>L2</u>	L1 and ship\$5	148	<u>L2</u>
<u>L1</u>	(235/375 OR 235/478.01).CCLS.	1303	<u>L1</u>

*Considered
Scanned*

END OF SEARCH HISTORY

Welcome to DialogClassic Web(tm)

Dialog level 02.08.05D

Last logoff: 31jul02 13:40:01

Logon file405 19aug02 10:17:56

***** ANNOUNCEMENT *****

--File 990 - NewsRoom now contains May 2002 to present records.
File 993 - NewsRoom archive contains 2002 records from January 2002-
April 2002. To search all 2002 records, BEGIN 990,993.

--Alerts has been enhanced to allow a single Alert profile to be
stored and run against multiple files. Duplicate removal is available
across files and for up to 12 months. The Alert may be run according
to the file's update frequency or according to a custom
calendar-based schedule. There are no additional prices for these
enhanced features. See HELP ALERT for more information.

--U.S. Patents Fulltext (File 654) has been redesigned with
new search and display features. See HELP NEWS 654 for
information.

--Dialog NewsRoom is now available. BEGIN NEWSROOM
to use the files in a OneSearch. See NEW FILES RELEASED
(below) for individual file numbers.

--Connect Time joins DialUnits as pricing options on Dialog. See HELP
information.

--CLAIMS/US Patents (Files 340,341, 942) have been enhanced
with both application and grant publication level in a
single record. See HELP NEWS 340 for information.

--SourceOne patents are now delivered to your
email inbox as PDF replacing TIFF delivery.
See HELP SOURCE1 for more information.

--Important news for public and academic
libraries. See HELP LIBRARY for more information.

--Important Notice to Freelance Authors--
See HELP FREELANCE for more information

For information about the access to file 43 please see Help News43.

NEW FILES RELEASED

***Dialog NewsRoom - Current 3-4 months (File 990)

***Dialog NewsRoom - 2002 Archive (File 993)

***Dialog NewsRoom - 2001 Archive (File 994)

***Dialog NewsRoom - 2000 Archive (File 995)

***TRADEMARKSCAN-Finland (File 679)

***TRADEMARKSCAN-Norway (File 678)

***TRADEMARKSCAN-Sweden (File 675)

T S2/FULL/ALL

2/9/1 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2002 Institution of Electrical Engineers. All rts. reserv.

4539518 INSPEC Abstract Number: C9401-1290D-052

Title: Freight rates for small shipments

Author(s): Arcelus, F.J.; Rowcroft, J.E.

Author Affiliation: New Brunswick Univ., Fredericton, NB, Canada

Journal: International Journal of Production Economics vol.30-31

571-7

Publication Date: July 1993 Country of Publication: Netherlands

CODEN: IJPEE6 ISSN: 0925-5273

U.S. Copyright Clearance Center Code: 0925-5273/93/\$06.00

Conference Title: Seventh International Working Seminar on Production Economics

Conference Date: 17-21 Feb. 1992 Conference Location: Innsbruck Austria

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: Economic aspects (E); Theoretical (T)

Abstract: Implementation of just-in-time production planning policies resulted in the expected lower level of inventories for many firms. Of it has also resulted in higher per unit freight charges due to inability to qualify any longer for the cheaper rates, which accompany higher volume shipments. This in turn has led to an update of procurement practices on the part of many firms and a new look at small volume freight rates, such as less-than-truckload (LTL) and small parcel rates (SPR). This paper seeks to study the determinants which help these small volume trucking rates, with a view to how they may react to changes in customers' inventory policies. The analysis is performed using the CANPAR (Canada Parcel) tariff for September 1990 for packages from 1 to 500 lb. each. This tariff is divided into eleven schedules or zones and each route is assigned to a zone based on the postal codes of its points. Among the factors hypothesized to influence the rates are weight, distance, number of shipments on the return route and the effect of Canada's unique geographical composition. (6 Refs)

Subfile: C

Descriptors: costing; goods distribution

Identifiers: JIT; less-than-truckload rates; carriers; CANPAR tariff; small shipments; just-in-time production planning policies; procurement practices; small volume freight rates; small parcel rates; Canada Parcel rates 1 to 500 lb

Class Codes: C1290D (Economics and business); C1290F (Industry); C1290G (Transportation)

Numerical Indexing: mass 5.0E+00 to 2.3E+02 kg

2/9/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

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File 2:INSPEC 1969-2002/Aug W3
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***File 2: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**

File 6:NTIS 1964-2002/Aug W4
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***File 6: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**

File 8:Ei Compendex(R) 1970-2002/Aug W3
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***File 8: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**

File 25:Weldasearch 1966-2002/Feb
(c) 2002 TWI Ltd

***File 25: Further updates will be added as they become available.**
For more information please see Help News25.

File 34:SciSearch(R) Cited Ref Sci 1990-2002/Aug W3
(c) 2002 Inst for Sci Info

***File 34: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**

File 65:Inside Conferences 1993-2002/Aug W2
(c) 2002 BLDSC all rts. reserv.

File 92:IHS Intl.Stds.& Specs. 1999/Nov
(c) 1999 Information Handling Services

***File 92: This file is closed (no updates)**

File 94:JICST-EPlus 1985-2002/Jun W4
(c)2002 Japan Science and Tech Corp(JST)

***File 94: There is no data missing. UDs have been adjusted to reflect the current months data. See Help News94 for details.**

File 95:TEME-Technology & Management 1989-2002/Aug W2
(c) 2002 FIZ TECHNIK

File 99:Wilson Appl. Sci & Tech Abs 1983-2002/Jul
(c) 2002 The HW Wilson Co.

File 103:Energy SciTec 1974-2002/Jul B1
(c) 2002 Contains copyrighted material

***File 103: For access restrictions see Help Restrict.**

File 108:Aerospace Database 1962-2002/Jul
(c) 2002 Cambridge Sci Abs

File 144:Pascal 1973-2002/Aug W3
(c) 2002 INIST/CNRS

File 239:Mathsci 1940-2002/Sep
(c) 2002 American Mathematical Society

File 241:Elec. Power DB 1972-1999Jan
(c) 1999 Electric Power Research Inst.Inc

***File 241: This file is closed (no updates)**

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info

File 647:CMP Computer Fulltext 1988-2002/Aug W3
(c) 2002 CMP Media, LLC

Set	Items	Description
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?

S PARCEL (S) SHIP?
 6460 PARCEL
 311552 SHIP?
 S1 333 PARCEL (S) SHIP?

?

S S1 (S) ROUT?

 333 S1
 862694 ROUT?
 S2 11 S1 (S) ROUT?

?

S S2 AND CHAR?

Processing

Processed 10 of 17 files ...

>>>File 144 processing for CHAR? stopped at CHARNEUE

Completed processing all files

 11 S2
 7770432 CHAR?
 S3 5 S2 AND CHAR?

?

COST

19aug02 10:34:55 User268094 Session D15.2

	\$1.44	0.221	DialUnits	File2
\$1.44	Estimated cost File2			
	\$0.57	0.096	DialUnits	File6
\$0.57	Estimated cost File6			
	\$1.32	0.189	DialUnits	File8
\$1.32	Estimated cost File8			
	\$0.09	0.026	DialUnits	File25
\$0.09	Estimated cost File25			
	\$2.75	0.161	DialUnits	File34
\$2.75	Estimated cost File34			
	\$0.12	0.032	DialUnits	File65
\$0.12	Estimated cost File65			
	\$0.06	0.018	DialUnits	File92
\$0.06	Estimated cost File92			
	\$0.42	0.120	DialUnits	File94
\$0.42	Estimated cost File94			
	\$0.29	0.042	DialUnits	File95
\$0.29	Estimated cost File95			
	\$0.10	0.041	DialUnits	File99
\$0.10	Estimated cost File99			
	\$1.07	0.211	DialUnits	File103
\$1.07	Estimated cost File103			
	\$0.25	0.055	DialUnits	File108
\$0.25	Estimated cost File108			
	\$0.64	0.182	DialUnits	File144
\$0.64	Estimated cost File144			
	\$0.21	0.053	DialUnits	File239
\$0.21	Estimated cost File239			
	\$0.05	0.012	DialUnits	File241
\$0.05	Estimated cost File241			
	\$0.83	0.049	DialUnits	File434
\$0.83	Estimated cost File434			

Considered.

\$0.21 0.041 DialUnits File647
\$0.21 Estimated cost File647
OneSearch, 17 files, 1.548 DialUnits FileOS
\$2.81 INTERNET
\$13.23 Estimated cost this search
\$14.31 Estimated total session cost 1.777 DialUnits

?

Return to logon page!

T S2/TI/ALL

2/TI/1 (Item 1 from file: 2)

DIALOG(R)File 2:(c) 2002 Institution of Electrical Engineers. All rts reserv.

Title: Freight rates for small shipments

2/TI/2 (Item 2 from file: 2)

DIALOG(R)File 2:(c) 2002 Institution of Electrical Engineers. All rts reserv.

Title: From zip to zone (code conversion subroutine)

2/TI/3 (Item 1 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

Composite Variable Formulations for Express Shipment Service Netwo Design

2/TI/4 (Item 2 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

Routine and Express Small Parcel Shipment Analysis
(Final rept)

cons. anal

2/TI/5 (Item 3 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

Analysis of NAVADS Small Parcel Shipping Policy
(Master's thesis)

2/TI/6 (Item 4 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

Mountain Valley Library System Delivery Study, 1977

2/TI/7 (Item 1 from file: 8)

DIALOG(R)File 8:(c) 2002 Engineering Info. Inc. All rts. reserv.

Title: Freight rates for small shipments

2/TI/8 (Item 2 from file: 8)

DIALOG(R)File 8:(c) 2002 Engineering Info. Inc. All rts. reserv.

Title: PARCEL CHEMICAL CARRIERS: CHARACTERISTICS AND OPERATION.

2/TI/9 (Item 1 from file: 34)

DIALOG(R)File 34:(c) 2002 Inst for Sci Info. All rts. reserv.

Title: FREIGHT RATES FOR SMALL SHIPMENTS

2/TI/10 (Item 1 from file: 94)

DIALOG(R)File 94:(c)2002 Japan Science and Tech Corp(JST). All rts. reserv.

The background and current state of the promotion of intermodal transportation. Centering on international distribution.

2/TI/11 (Item 1 from file: 647)

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UPS ADMITS LOSING BUSINESS TO RIVALS AS LABOR TALKS STALL (Radar 7.15.0

2/TI/12 (Item 2 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Logistics Managers Face Triple Threat - Two strike possibilities, airl security raise danger of disruptions

2/TI/13 (Item 3 from file: 647)

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Customs Calls For Tighter U.S. Borders - Government Pushing For Better Data On In-Transit Goods

2/TI/14 (Item 4 from file: 647)

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Industry Braces For Logistics Slowdown - Supply Chain Pundits Expect C Of Global Shipments To Rise

2/TI/15 (Item 5 from file: 647)

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When Efficiency Counts - Staying lean's the goal in an economic slump-

al-time logistics can help

2/TI/16 (Item 6 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Network Power, Web Keep Industry Moving - Speedy delivery of status reports depends on strong networks and complex Web tie-ins

2/TI/17 (Item 7 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

101 Best Business Sites - Don't surf in the dark. This guide to the be business sites helps keep you on the path to profitability.

2/TI/18 (Item 8 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Internet Opens Markets Abroad - Global Companies Still Need To Overcom Cultural Obstacles

2/TI/19 (Item 9 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Moving To A FedEx-tranet

2/TI/20 (Item 10 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Lotus apps teamed with UPS - Shipping, tracking in Domino Merchant, Net.Commerce

2/TI/21 (Item 11 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Technology Spending - The Billion Dollar Club - Companies with big IT budgets have no problem getting vendors to listen

2/TI/22 (Item 12 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Information Is Part Of The Package - Package delivery companies are u innovative technologies to provide more information to customers.

2/TI/23 (Item 13 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Shipment tracking - Data Is Part Of The Package - UPS and rivals offer services to help clients track their shipments

2/TI/24 (Item 14 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Viteq Expands Benchmark Uninterruptible Power-Supply Line - Products Enable Interfacing With Computers That Have RS-232 Ports

2/TI/25 (Item 15 from file: 647)

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The Latest Way To Get ICs-Guns

2/TI/26 (Item 16 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Expanded credit line fuels PC Distributing growth

2/TI/27 (Item 17 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

USAir

2/TI/28 (Item 18 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Ellett: Listening To The Customer Is Key

?

T S2/K/ALL

>>>KWIC option is not available in file(s): 241

2/K/1 (Item 1 from file: 2)

DIALOG(R)File 2:(c) 2002 Institution of Electrical Engineers. All rts reserv.

...Abstract: to the inability to qualify any longer for the che rates, which accompany higher volume shipments . This in turn has le an update of the procurement practices on the part...

... new look at small volume freight rates, such as less-than-truck (LTL) and small parcel rates (SPR). This paper seeks to study determinants which help set these small volume...

... react to changes in customers' inventory policies. The analysi performed using the CANPAR (Canada Parcel) tariff for September 1990 packages from 11 to 500 lb. each. This tariff is divided into el schedules or 'zones' and each route is assigned to a zone based on postal codes of its end points. Among the factors hypothesized to influ the rates are weight, distance, number of shipments on the return r and the effects of Canada's unique geographical composition.

2/K/2 (Item 2 from file: 2)

DIALOG(R)File 2:(c) 2002 Institution of Electrical Engineers. All rts reserv.

Abstract: The subprogram is a very simple test routine that convert the zip code entered on work-order, shipper and invoice form the UPS or parcel post shipping zone number.

2/K/3 (Item 1 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

... scale network design problems, specifically the problem of desig the air network of an express shipment (i. e., overnight) deli operation. We focus on simultaneously determining the route struct the assignment of fleet types to routes , and the flow of package aircraft. Traditional formulations for network design involve modeling ...

... solution strategies strengthen the bounds by adding cuts, but the s size of the express shipment problem results in models that intractable. To overcome this shortcoming, we introduce a new...

... 2) combines the design variables into composite variables, w represent the selection of multiple aircraft routes that cover demands for some subset of commodities. The resulting composite vari formulation provides...

...good solutions to be found quickly. We apply this type of formulation the express shipment operations of the United Parcel Service (U Compared with existing plans, the model produces a solution that red the number...

Descriptors: Delivery; *Networks; * Routing ; *Air transportat Aircraft; Decision making; Strategy; Model theory; Linear programm Theses; Commercial aviation; Variables; Costs...

2/K/4 (Item 2 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrgh All Rights Res. All rts. reserv.

Routine and Express Small Parcel Shipment Analysis

This study explored the impact/feasibility of decentralizing rou and expedite non-MLLSTRIP small parcel shipment process from TM the unit level. Surveys were distributed to 63 bases. Responses were...

... reduction in a specific TMF and/or improved customer service levels specific units that ship large volumes of non-MILSTRIP small parc TMFs should look at each case separately and...

Descriptors: Financial management; *Shipping; Requirements; Ships; Im ; Reduction; Feasibility studies; Workload; Savings; Fina Decentralization; Manhours; Executive routines

Identifiers: Express; Parcel shipment ; Lpn-aflma-lt9408010; NTISD

2/K/5 (Item 3 from file: 6)

DIALOG(R)File 6:(c) 2002 NTIS, Intl Cpyrgh All Rights Res. All rts. reserv.

Analysis of NAVADS Small Parcel Shipping Policy

... support activities and the operating forces. To fulfill responsibility, NSC San Diego employs various shipping methodologie get the required materials to customers, and it attempts to do this at lowest possible cost. This thesis focuses on the small parcel ship policy that governs the determination of the mode of shipment . shipping factors analyzed are the small parcel package rou policy, the interface of NAVADS and NISTARS in mode-of ship determination, and the cost savings that have occurred by manu overriding the NAVADS recommendations.

Descriptors: Shipping; *Spare parts; *Naval logistics; Costs; Interfa Logistics; Materials; Navy; Parts; Policies; Routing ; Savings; Theses

2/K/6 (Item 4 from file: 6)

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... in the system during a two-month sample period and projects a ye volume by shipping library and by material category. Costs are proje for continuing the service during FY 1978...

... van system. These costs are compared to projections for use of carriers including United Parcel Service. Conclusions show that, for desired speed of delivery arrival, packaging time costs, and integrity of the shipment method, the use of dedicated delivery vans is the most efficient delivery. Schedules, routes, mileage charts, and sample forms and instructions used during the study are appended.

2/K/7 (Item 1 from file: 8)

DIALOG(R)File 8:(c) 2002 Engineering Info. Inc. All rights reserved.

...Abstract: to the inability to qualify any longer for the cheaper rates, which accompany higher volume shipments. This in turn has led to an update of the procurement practices on the part...

...new look at small volume freight rates, such as less-than-truckload (LTL) and small parcel rates (SPR). This paper seeks to study the determinants which help set these small volume...

...react to changes in customers' inventory policies. The analysis is performed using the CANPAR (Canada Parcel) tariff for September 1990 packages from 11 to 500 lb. each. This tariff is divided into eleven schedules or 'zones' and each route is assigned to a zone based on the postal codes of its end points. Among the factors hypothesized to influence the rates are weight, distance, number of shipments on the return route and the effects of Canada's unique geographical composition. (Author abstract) 6 Refs.

2/K/8 (Item 2 from file: 8)

DIALOG(R)File 8:(c) 2002 Engineering Info. Inc. All rights reserved.

Abstract: Parcel chemical carriers are a type of tank ship purpose-built to carry a variety of bulk liquids requiring specialized cargo handling and cargo containments. The ships are designed and built to provide exceptional flexibility of cargo tank use and cargo stowage.

...of liquid cargo characteristics. The paper describes the salient and more unique characteristics of this ship type. The manner in which cargo tank configuration design is dependent upon trade routes, regulatory requirements for dangerous cargo, and other special requirements are described.

2/K/9 (Item 1 from file: 34)

DIALOG(R)File 34:(c) 2002 Inst for Sci Info. All rights reserved.

...Abstract: to the inability to qualify any longer for the cheaper rates which accompany higher volume shipments. This in turn has led to an update of the procurement practices on the part...

...new look at small volume freight rates, such as less-than-truckload (LTL) and small parcel rates (SPR).

This paper seeks to study the determinants which help set these small volume...

...react to changes in customers' inventory policies. The analysis is performed using the CANPAR (Canada Parcel) tariff for September 1 for packages from 11 to 500 lb. each. This tariff is divided into eleven schedules or 'zones' and each route is assigned to a zone based on the postal codes of its end points. Among the factors hypothesized to influence the rates are weight, distance, number of shipments on the return route and the effects of Canada's unique geographical composition.

2/K/10 (Item 1 from file: 94)

DIALOG(R)File 94:(c)2002 Japan Science and Tech Corp(JST). All rts. reserv.

...ABSTRACT: only after the 1960s that the promotion of intermodal transportation (a complex of direct transport routes), regardless whether the operation was domestic or international started in Japa variety of...

...appear even before the international Sea/Air service made its debut. the other hand, shipping rearrangements on the North American ro have become active as measures to overcome the current shipping recession, while the U.S. airline operator's door-to-door parcel delivery service has already begun in Japan. With these activities, Japan is about to enter...

2/K/11 (Item 1 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

TEXT:

United Parcel Service Inc., Atlanta, last week admitted that its customers are routing business to its competitors on concerns that unresolved labor issues at the carrier could affect their operations. June shipping volume fell 4% from June 2001, compared with declines 2% in April and May...

2/K/12 (Item 2 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... ports last year, and West Coast docks are major points of entr for goods en route from Asia, such as consumer electronics, durable products, and automobiles.

"When strikes occur at these...

...issue on logistics managers' radar screen is the contract talks bet the country's largest shipper , United Parcel Service Inc., Atlanta and the International Brotherhood of Teamsters. A contract covering ab

230,000...

2/K/13 (Item 3 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... and loading docks. Greater emphasis will be placed on how good are transported, what shipping routes are used, and what means compa use to move products.

"We must reaffirm the importance...

...against the smuggling of weapons of mass destruction. Even basic functions like sharing information about shipments could become a challenge, said a spokesman for logistics provider United Parcel Ser of America Inc., Atlanta.

Even without an official customs clampdown, UPS has encountered problems...

2/K/14 (Item 4 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

TEXT:

... terrorist strike could interfere with the high-tech sector's ability to resume a normal routine .

... to check more goods, but at the same time, a number of them ha been routed to other areas. They're being asked to do more with less people," said Banc...

...of Avnet Electronic Marketing Americas at Avnet Inc., Phoenix, is concerned that cost increases for shipping cargo on commercial airli could eventually lead to the demise of smaller parcel carriers.

"Smaller carriers are competitive with service and price," he sa "This is an unmitigated...

2/K/15 (Item 5 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... TradeSphere Event Manager to provide information and give notification of problems on in-transit global shipments as they move among exporters, freight forwarders, carriers, and government agencies UPS e-Logistics, a subsidiary of package-delivery company United Parc Service Inc., two weeks ago expanded its hosted logistics service to 1 businesses compare stock...with 85 terminals serving the Southwest and Coast, signed on to use the strategic route - and network-planning technology offered as an online service by Logistics.com. Logistics.co ...

...in other ways. It gets hourly updates of diesel prices along the mo fuel-efficient routes and sends drivers real-time data on the least-expensive spots to get fuel. Welding...

2/K/16 (Item 6 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... recently finished linking its high-speed core asynchronous transfer mode network with about 3,200 routers that carry IP data to 1,100 locations around the world. The result? FedEx has...

...can use the Internet to locate the truck carrying their goods while it's en route, or locate an item on a truck or in a warehouse.

Many transportation companies are...

...own shipments.

Included are rating programs that give customers the exact price a planned shipment, says Bob Obee, Roadway's chief technology office. Most sites today give an estimated or...

...its icon to sites that sell products delivered in packages larger than those that United Parcel Service of America Inc. or FedEx carry, but smaller than a full truckload. "People are...IT development among transportation companies is their asset-management systems-the technology that schedules and routes pilots, planes, and passengers, or drivers trucks, and boxes. This year, FedEx developed what it...

...the-minute information about each piece of the shipment, couriers can determine how to route the package so all three arrive at the final destination simultaneously.

Because of FedEx's...

2/K/17 (Item 7 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... also track down e-mail and postal addresses for long-lost colleagues and map a route to their door. Search tools help you scour the Web and steer you to scads...a one-stop shop for just about anything mail-related. You can buy stamps and shipping supplies, check rates, even track Priority Mail and Parcel Post packages. Also available: zip code lookup, downloadable forms and a mailbag of similar goodies.

85. United Parcel Service (www.ups.com) Let your mouse do the heavy lifting at the UPS site. Schedule pickups, calculate shipping charges, track deliveries, order supplies, locate a nearby drop-off point and more. While you're in the neighborhood, you can download shipping software and get information on claims and guarantees.

Storage/Backup

86. @Backup (www.atbackup.com...)

...shows the plane's speed, altitude and compass heading. If you're then en route, TheTrip.com can automatically notify up to three people by e-mail about your flight...

2/K/18 (Item 8 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... revenue accounts for 20% of sales. President Paresh Shah cites additional benefit of eliminating routine information fulfillment foot-kickers, which is slow and expensive for international prospects.

Virtual Vineyards...international distribution networks.

Air express carriers such as DHL Worldwide Express, Federal Express, and United Parcel Service offer door-to-door services that leverage their own substantial Internet investments with faster customs clearance and E-mail shipment notification.

DHL, the \$5 billion privately held air express carrier, has created private Web sites...

2/K/19 (Item 9 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... of the shipping process more accessible to the people who are actually shipping packages.'

United Parcel Service, which ships roughly 12 million packages daily compared with FedEx's 3 million, has matched most of...

...application won't impact his company's prodigious mail-order operations, where shipping requests are routed through the corporate mailroom. Yet Eike sees the application as a way to link retail...

2/K/20 (Item 10 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

Lotus Development Corp. and IBM Corp. will integrate the shipping and tracking capabilities of United Parcel Service into its next version of Domino Merchant and Net.Commerce.

Lotus is building customized...

...so a merchant can quickly set up a catalog business, process the transactions online and route to UPS so its reps can come deliver product," said Keith McCall, director of Lotus...

2/K/21 (Item 11 from file: 647)

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... T, Hewlett-Packard, and IBM. Also in the group are automakers General Motors and Ford, shipper United Parcel Service, and insurance and financial services firm Prudential Insurance Co. of America.

Big Market Slice...activate services.

On the consumer side, AT&T has developed "intelligent call processing" software, which routes customers to the right agent, depending on customer preferences. "If the customer prefers to speak Spanish, he'll automatically be routed to a center where he'll be greeted in Spanish," says Alan Jones, a VP...its 80 million customers "This will be a strategic differentiator for us," he says. "We route

process billions of call detail records."

--

Chase's New Image

Chase Manhattan's merger with...

...driver," says CIO Lance Boxer. "When we create new local services, directory assistance, advanced call- routing , Net browsers, 800 services-all those ideas incorporate information systems."

A healthy chunk of MCI...

2/K/22 (Item 12 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

TEXT:

Not long ago, Frank Erbrick, CIO at United Parcel Service, walke into his boss' office and suggested changing the company's name to United...

...Service. He was only half-joking. More than ever, UPS is moving be the package shipping business and into the information business. At heart of this transformation is information technology.

... provide more than just tracking information. The system will m account information, claim information, rates, routing data,and oth information available to customers.

"In the past, they would have to make...

2/K/23 (Item 13 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

That's why United Stationers has put in place an automated shippi tool, UPS OnLine-from United Parcel Service-to help calm dealers' nerves. UPS OnLine allows customers like United Stationers to ask for pickups and track their shipments . It also helps UPS clients customiz record-keeping and reports, print bar-coded address labels...

...peer communications protocol using IBM AS/400 front ends. A custom-built customer-message server routes the data to the appropri database.

Eventually, UPS OnLine will be available for three types...

2/K/24 (Item 14 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... UPS that utility power has been interrupted, it can be program to initiate automatic shutdown routines utilizing user- defined parameters.

Coordinated Operation

Network users can be notified of the time remaining...

...from \$1,945 to \$3,345, including the interface cable.

Units are packaged for economical shipment by United Parcel Service at rates considerably lower than those of standard carriers. Delivery is usually from stock...

2/K/25 (Item 15 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... Jose company for \$500,000 worth of components that have not been recovered.

On the Route 128 belt highway in Massachusetts, the Middlesex County District Attorney's office has prosecuted six...

...Just last week, the Irvine police arrested two men who had dressed as United Parcel Service delivery men and were going from one high-tech company to the next picking up boxes of memory chips and other components that were on loading docks for shipment, Bowman said. The two obviously had some experience in the high-tech business, as they...

2/K/26 (Item 16 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... internal operations fortification, the distributor has launched new online tracking service for all United Parcel Service shipments sent out to PCDistributing resellers.

The UPS tracking system, which is available at no charge...

...into the UPS computer system, she said. The service is important, she noted, because customers routinely request tracking performed on shipments.

With the new service, PCDistributing customer service representatives are able...

2/K/27 (Item 17 from file: 647)

DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

... billion enterprise that designs two-way radio systems and mobile data systems-uses dozens of routers from Cisco Systems to internetwork nearly 400 sites worldwide.

At the core of its network architecture are four routers, linked through a high-speed fiber distributed data interface (FDDI) ring, that act as a large "virtual" router. This central router controls traffic to the entire internetwork.

In addition, Motorola is building an X.400-based...

...systems worldwide. UPS

Since its humble beginnings as a bicycle-delivery service in 1907 United Parcel Service Inc. has become the world's largest shipper. As Federal Express and other competitors gained market share in the mid-1970s, UPS...

2/K/28 (Item 18 from file: 647)

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... effectively. We offer next-day delivery using Airborne Express and for that we charge United Parcel Service Inc.! ground rates. If choose to have it shipped UPS ground instead, then the freight is fr
SNI: Does Gates have to eat the...

...means when a customer calls in looking for an answer, they're going get routed straight to the person that can answer their question. An it's free. It's...
?

T S2/FULL/ALL

2/9/1 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

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4539518 INSPEC Abstract Number: C9401-1290D-052

Title: Freight rates for small shipments

Author(s): Arcelus, F.J.; Rowcroft, J.E.

Author Affiliation: New Brunswick Univ., Fredericton, NB, Canada

Journal: International Journal of Production Economics vol.30-31

571-7

Publication Date: July 1993 Country of Publication: Netherlands

CODEN: IJPEE6 ISSN: 0925-5273

U.S. Copyright Clearance Center Code: 0925-5273/93/\$06.00

Conference Title: Seventh International Working Seminar on Production Economics

Conference Date: 17-21 Feb. 1992 Conference Location: Innsbruck Austria

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: Economic aspects (E); Theoretical (T)

Abstract: Implementation of just-in-time production planning policies resulted in the expected lower level of inventories for many firms. Of it has also resulted in higher per unit freight charges due to inability to qualify any longer for the cheaper rates, which accompany higher volume shipments. This in turn has led to an update of procurement practices on the part of many firms and a new look at small volume freight rates, such as less-than-truckload (LTL) and small parcel rates (SPR). This paper seeks to study the determinants which help these small volume trucking rates, with a view to how they may react to changes in customers' inventory policies. The analysis is performed using the CANPAR (Canada Parcel) tariff for September 1990 for packages from 1 to 500 lb. each. This tariff is divided into eleven schedules or 'zones' and each route is assigned to a zone based on the postal codes of its points. Among the factors hypothesized to influence the rates are weight, distance, number of shipments on the return route and the effect of Canada's unique geographical composition. (6 Refs)

Subfile: C

Descriptors: costing; goods distribution

Identifiers: JIT; less-than-truckload rates; carriers; CANPAR tariff; small shipments; just-in-time production planning policies; procurement practices; small volume freight rates; small parcel rates; Canada Parcel rates 1 to 500 lb

Class Codes: C1290D (Economics and business); C1290F (Industry); C1290G (Transportation)

Numerical Indexing: mass 5.0E+00 to 2.3E+02 kg

2/9/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2002 Institution of Electrical Engineers. All rts. reserv.

service, is building distribution centers in Britain, and eventually Germany, to take advantage of a European audience of 28 million Internet users and to more quickly fulfill sales generated by its Web site, as as its European television programs.

Whether or not a company decides to build its own or outsource global distribution, fulfillment, and customer support systems, the Internet changes the nature of business. "The instantaneous interactive users experience on the Internet adds an urgency factor to international business," says Kevin Langston, director of international trade at the Georgia Department of Industry, Trade, and Tourism.

For companies willing to fit the pieces required to build a global-commerce infrastructure, a huge market is only a click away Copyright CMP Media Inc.

COMPANY NAMES (DIALOG GENERATED): Cultural ; Dell Computer ; Digital Island Inc ; DHL Worldwide Express ; Emory University ; Federal Express Georgia Department of Industry Trade and Tourism ; Goizueta School of Business ; Marketer ; Microsoft Network ; Multimedia Production Services ; National Semiconductor Corp ; P & D Creative Inc ; QVC Inc ; Recreational Equipment Inc ; ROI ; U S Department of Commerce ; Virtu Vineyards Inc

2/9/19 (Item 9 from file: 647)

DIALOG(R) File 647: CMP Computer Fulltext
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01148993 CMP ACCESSION NUMBER: INW19971222S0003

Moving To A FedEx-tranet

John Evan Frook

INTERNETWEEK, 1997, n 695, PG1

PUBLICATION DATE: 971222

JOURNAL CODE: INW LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: News & Analysis

WORD COUNT: 808

TEXT:

If you think Federal Express Corp. plays a big role in your business activities today, just wait until the holiday rush is over.

The package carrier is beta testing an extranet application that reaches into customer intranets and automates package-tracking and authorization procedures. Due in January, it runs on customer servers interfaces with FedEx.com, a public Web site that offers package tracking and other customer services. The workgroup-enabled Internet software, called FedEx intraNetShip, is designed to centralize what many times fractured policy-management system at user sites. It standardizes authorization procedures across an enterprise, sets up custom user interfaces and enables centralized reporting of departmental shipping budgets.

FedEx intraNetShip represents a critical extension of FedEx's Web strategy. FedEx is migrating from package tracking and other services its public Web site toward a model that relies on server applications running at customer locations.

Analysts and competitors said FedEx may be pushing customers too

with its collaborative extranet application.

"There are large corporations that have many users initiating shipments, and one way to gain control of shipping manifests, label information and budgets is to centralize on the network," said Art Mesher, director of research for integrated logistics strategies group at the Gartner Group. "The problem is that these systems only allow you use one specific carrier."

FedEx said the application is critical. "This allows us to meet what has been the largest unmet need of our corporate customers," said M. Janes, vice president for E-commerce and logistics marketing at FedEx. "The net result is that we're making the automation of the shipping process more accessible to the people who are actually shipping packages."

United Parcel Service, which ships roughly 12 million packages daily compared with FedEx's 3 million, has matched most of FedEx's Web functionality to date, as have smaller carriers. A UPS executive said his company has no immediate plans to meet the workgroup application head

"Most of our customers operate from a centralized mailroom, where high-speed transactions are of utmost importance," said John Menna, director of online marketing. "Putting shipments on the desks of individual users also may get a negative response."

FedEx is hedging its bet. Concurrent with the new IP-based software, FedEx is preparing to take the wraps off similar software for LANs called FedEx Ship for Workgroups. It delivers common address book information, shipping logs and access to tracking databases.

The intraNetShip server software makes use of LDAP to create a database of personal and shipping information, which administrators can modify based on authorization levels and previous activity. The application also relies on Common Gateway Interface (CGI) scripts to handle inquiries between the customer's server and FedEx servers, as well as local storage of HTML shipping forms.

One user said beta versions of the software are changing rapidly. FedEx is addressing concerns and adding functionality based on user requests, he said.

FedEx is working to create a user interface that can be modified to accommodate end-user input of an organization's specific EDI formats. If successful, the new functionality could optimize the clearing of transactions between FedEx and organizations' accounts-payable departments, whose EDI methods vary.

IT managers said intraNetShip will save some bandwidth, but not on a grand scale. It circumvents the need for individual clients in an enterprise to link to FedEx's site to create a shipping form.

However, the FedEx application does not allow the shipper to update an enterprise's server without a customer's permission, which would require some automated push technology.

Several customers said they'll spur adoption of the application to limit the number of company shipping requests going into drop boxes, or scheduling pick-up from central mailrooms, phone, fax or direct access to the FedEx public site.

"This would be of use to us," said Nicole Graber, a vice president at photo supply wholesaler Unique Photo Inc. "Right now, our employees have to leave their desk to ship a package or overnight letter. This application removes a step."

Ron Eike, director of operations at Omaha Steaks, said the application won't impact his company's prodigious mail-order operation where shipping requests are routed through the corporate mailroom. Yet Eike sees the application as a way to link retail stores and corporate operations.

"We have about 300 people on our network, the vast majority with Internet access, and all will have access to intraNetShip," Eike said. "Ultimately, the user, and not the consolidated mailroom operation, knows when and how quickly they need to get a package out. The ability to track costs will cut down immensely on our paperwork."

The intranet and LAN software highlight a shift in the way that FedEx serves corporate customers. For nearly 10 years, its large customers have relied on PowerShip, a proprietary hardware/software package that typically manages shipments through a corporate mailroom.

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COMPANY NAMES (DIALOG GENERATED): EDI ; Federal Express Corp ; Gartner Group ; Omaha Steaks ; Unique Photo Inc ; UPS

2/9/20 (Item 10 from file: 647)

DIALOG(R) File 647: CMP Computer Fulltext
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01139219 CMP ACCESSION NUMBER: CRN19970929S0073

Lotus apps teamed with UPS - Shipping, tracking in Domino Merchant, Net.Commerce

Charlotte Dunlap & Barbara Darrow
COMPUTER RESELLER NEWS, 1997, n 756, PG71
PUBLICATION DATE: 970929
JOURNAL CODE: CRN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Internet Reseller
WORD COUNT: 233
TEXT:

Cambridge, Mass. - Computer vendors are continuing to jockey for partnerships with commerce companies in an effort to stimulate electronic commerce activities.

Lotus Development Corp. and IBM Corp. will integrate the shipping tracking capabilities of United Parcel Service into its next version of Domino Merchant and Net.Commerce.

Lotus is building customized versions of the products, slated for fourth-quarter release, to integrate UPS' tracking capabilities initially with other UPS services to follow. The companies will roll out pilot programs of the technology beginning next month.

UPS began implementing similar non-exclusive, business-to-business commerce partnerships early this year, with the idea of automating its shipping and delivering tasks via the Internet. Other UPS technology-integration deals include Padesic, the jointly created E-commerce company between Intel Corp. and SAP; and iCat.

Lotus said the technology will go through the company's usual reseller channels under its Lotus Business Program.

"We're talking about an out-of-the-box solution, not a service, to deal directly with payment and shipment as provided by UPS, so a merchant

can quickly set up a catalog business, process the transactions online route to UPS so its reps can come deliver product," said Keith McCall, director of Lotus Domino applications.

The companies would not discuss the terms of the agreement, which also represents joint marketing of the technology. UPS said it has 1.5 million customers.

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COMPANY NAMES (DIALOG GENERATED): Intel Corp ; IBM Corp ; Lotus Busine Program ; Lotus Development Corp ; Lotus Domino ; SAP

2/9/21 (Item 11 from file: 647)

DIALOG(R)File 647:CMP Computer Fulltext
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01111986 CMP ACCESSION NUMBER: IWK19961125S0038

Technology Spending - The Billion Dollar Club - Companies with big IT budgets have no problem getting vendors to listen

Bob Violino

INFORMATIONWEEK, 1996, n 607, PG34

PUBLICATION DATE: 961125

JOURNAL CODE: IWK LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: Trends

WORD COUNT: 3165

TEXT:

A billion dollars. Remember when that was a rare revenue milestone Now there's an elite group of American enterprises that spend that am of money each year just on information technology.

The billion-dollar IT club-with the likes of companies such as AT Chase Manhattan, and Prudential (see chart below)-is an exclusive yet growing group. The CIOs who manage these giant budgets are among the visible and envied executives in the IS community and within their organizations, overseeing massive, leading-edge projects on a scale that's unthinkable at many other organizations.

Billion-dollar CIOs wield enormous influence. They get first crack at the newest IT products and technologies. They call vendor CEOs and have their inquiries returned within hours, if not minutes.

CIOs at these companies are genuinely thrilled to be where they "I sit between the success and failure of the company," says Lance Bo CIO at telecom carrier MCI, which spends \$1 billion a year on IT and spend quite a bit more if its proposed merger with BT, the British telecommunications company, is approved.

But the glamour enjoyed by the billion-dollar club comes at a price: enormous pressure to deliver. These are companies where it's c to impossible to separate the technology from the business. "There ar risks to having such a large dependence on IT," says Denis O'Leary, executive VP and CIO at Chase Manhattan Corp. in New York, which will spend \$1.8 billion worldwide on IT this year. "Some of our throughput are measured in trillions. We rely on IT."

In fact, Chase Manhattan now views itself more as a 24-hour-a-da seven-day-a-week global processing machine than a bank.

Other big spenders include such technology powerhouses as AT&T,

Revenue (\$ billions): 21.05
Highest-Ranking IS executive: Ken Lacy, VP of IS
--
Company: MCI
IT budget (\$ billions): 1.00
Revenue (\$ billions): 15.27
Highest-Ranking IS executive: Lance Boxer, CIO
--
* IW estimate based on AT&T's 1995 budget
Data: InformationWeek 500 survey
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2/9/22 (Item 12 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
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01102961 CMP ACCESSION NUMBER: IWK19960909S0053
**Information Is Part Of The Package - Package delivery companies are u
innovative technologies to provide more information to customers.**
Stephanie Stahl
INFORMATIONWEEK, 1996, n 596, PG206
PUBLICATION DATE: 960909
JOURNAL CODE: IWK LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: InformationWeek 500 - Transportation
WORD COUNT: 1655
TEXT:

Not long ago, Frank Erbrick, CIO at United Parcel Service, walked into his boss' office and suggested changing the company's name to United Information Service. He was only half-joking. More than ever, U is moving beyond the package shipping business and into the informati business. At the heart of this transformation is information technolo
"Customers are demanding more, and we are learning how to do it w technology," says Erbrick, who heads an impressive technology organiza with 4,000 employees nationwide and a budget of more than \$1.5 billio
"We used to think the whole business was about picking up packages an delivering them fast. We're way past that now. A package without information has no value."

Indeed, transportation companies have become big spenders in technology as they change the way they do business. The industry spen estimated \$16.3 billion on IT in 1995, according to G2 Research Inc. Mountain View, Calif., to bring information closer to the customer, reduce transit time, find competitive differentiators, cut expenses, so much more.

Package delivery companies such as UPS, airlines such as USAir, a trucking companies such as Caliber Systems Inc., formerly Roadway Services, are using innovative technologies to provide more informati to customers and to bolster customer service. For these and other transportation companies, online services and the Internet are fast becoming strategic weapons.

UPS soon hopes to provide some form of electronic service capabi to all of its 1.3 million customers.

The Atlanta company already offers a variety of online access mechanisms. Customers can install a Windows application that gives them dialup access to the UPS system. The UPS OnLine system offers package tracking, customs documentation, and daily shipping summaries. In the future, it also will include E-mail and advanced shipment notification capabilities.

Customers can also access such information through CompuServe, Prodigy, or the Internet. UPS's World Wide Web site (www.ups.com) receives hundreds of thousands of hits per day from customers looking for package tracking information or seeking to schedule a pickup. "We want to give customers the opportunity to use the Internet as a device to communicate with us," Erbrick says. "We want them to be able to have their pickup books reside on the Internet."

UPS is investigating ways to use the Internet to provide logistic management and other services. "We are trying to keep our hand on the pulse," Erbrick says. "We are making sure we are moving with the wave but we also want to stay a little ahead."

UPS competitor Federal Express also is taking advantage of the Net's pervasive infrastructure to offer tracking and shipping capabilities via its Web site in addition to its package tracking software for PCs. Several hundred thousand users track packages through FedEx' World Wide Web site instead of calling a customer service center.

"The Internet is turning out to be a general-usage medium to provide value-added services," says Ron Stewart, a partner with Andersen Consulting's transportation and travel service. The key, he says, is to provide a range of services to attract everyone from highly sophisticated customers who want to communicate via electronic data interchange down

to mom-and-pop shops.

UPS is helping companies integrate shipping information into their core applications by providing direct links between customers' computer systems and UPS' host-based systems. It is establishing relationships with large companies to provide direct interfaces between customers' ordering systems and UPS' mainframe shipping system. Employees at a retail store, for example, will be able to log onto the UPS system to schedule product shipments. "It is a seamless interface to their order entry system," Erbrick says. "They don't even know they are using UPS computers. Customers just want their business events taken care of."

"There is an opportunity through value-added services to increase intimacy with customers," says Andersen's Stewart. "Customers are asking for ways to link order entry, transportation management, and financial systems" to avoid duplication of effort, he adds.

Empowerment

Cutting out unnecessary steps and putting more power into the hands of customer service representatives and users are key to improving customer service at USAir, one of the airline industry's top users of UPS. USAir is in the midst of deploying several innovative programs designed to make more data available internally and externally.

For an airline that has more than 17 million members in its frequent travelers program, keeping up with customer inquiries and requests is no small feat. Indeed, with frequent flier accounting information in one place, flight information in another, and tens of thousands of letters stuffing USAir's mailbox, it can take weeks to resolve a customer issue.

But USAir in Arlington, Va., is in the final stages of implementing a image-based system-code-named Astro-that will make collecting and tracking frequent traveler account information and correspondence mor efficient.

"The (frequent travelers) program has been getting so big that we have gotten as much as 20,000 pieces of mail a day," says Dan Bock, VP marketing services at USAir. "We simply couldn't handle it. So we are using technology to improve productivity and enhance customer service. The goal:single-call resolution. The customer, Bock says, should neve have to call more than once.

Utilizing a Wang OpenImage workflow and imaging system, all freq traveler information and correspondence will be scanned, indexed, and made available instantly to customer service representatives across a LAN. "Customers will know where their correspondence is at any point, Bock says. The customer service reps use Pentium workstations running OS/2 with 20-inch, high-resolution monitors for accessing distributed data and viewing images. The imaging system runs on two IBM RS/6000 workstations.

USAir is also incorporating ISDN and computer telephony into its customer service center so that customers' data can be transferred al with their phone calls. "We can have fewer employees but handle a gre number of transactions than ever before," Bock says.

The airline is putting more information in customers' hands. "We are always trying to find better ways to communicate and relate to the consumer," says Thomas Lagow, executive VP of marketing. "Our priority to use (technology) as a vehicle to create a more intense relationshi with the consumer."

That means giving the customer more control. USAir provides onlin software to its frequent travelers to let them check fares, make reservations, purchase tickets, select seats, and make sure their frequent flier ac-counts are updated.

The software, Priority Travelworks, has already been requested by nearly 60,000 customers, and about half of the users are purchasing electronic tickets with it. "All they have to do is show up at the airport with a photo ID," says Rita Cuddihy, VP of marketing and distribution planning. "This is not technology for technology's sake. Technology is the enabler."

USAir is working on a version of the software that will let corporate travel departments manage travel reservations and expenses. software, which is being tested by several large companies, runs on a Windows NT server and provides links to internal accounting systems a external Web sites, such as ground transportation companies, says Dav Grossman, the airline's senior director of electronic distribution.

USAir also is opening up the lines of communication with potentia customers through its Web site at www.usair.com. By year's end, the airline will let passengers book reservations via the Internet. It no makes a select number of discounted fares available on the Net.

More Than Tracking

Like UPS and USAir, transportation giant Caliber System also is using technology to make more information available to customers. The Akron, Ohio, company is building a customer service system that will customers a single point of contact for all services and provide more than just tracking information. The system will make account informat

claim information, rates, routing data, and other information available to customers.

"In the past, they would have to make contact with customer service representatives for each service," says Gerry Long, CIO and president of Caliber Technology, the IT arm of the company. "Now, through effective information warehousing and call management, we can populate a customer service representative's screen with information, no matter where it is located."

The key to making this possible is an open, distributed database infrastructure. "We want to make sure the information used for running business is the same information available to customer service representatives," Long says. "Having a distributed model gives us a good opportunity to make data available in a reasonable time frame."

The company is standardizing its database technology on Oracle relational database management systems. It's also building a nationwide frame relay network and will standardize on TCP/IP for its networking protocol.

Helping drive Caliber toward improving information access for customers is a new business model that treats companies such as Viking and Robert's Express as operating units. Previously, Caliber/Roadway was a holding company, and each of the individual companies was run autonomously.

This new business model is helping the units share technology more than ever. "Now that we are a family of operating units, we are looking to leverage technology as much as possible across units," Long says. Together, the units have an IT budget of \$130 million.

The new model also is turning co-workers into business partners. Caliber spun off its Roadway Express unit into a separate company, and Caliber now provides IT services to Roadway Express under an outsourcing contract. "They used to be our colleagues," says Long. "Now, they are customers."

But regardless of who the customer is—a Roadway company or a corporate customer who uses Roadway's services—providing information quickly and efficiently is what will continue to drive the company.

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Transportation Trends

- Providing tracking, shipping, and other data via the Internet or online services

- Reducing paper by offering customers electronic ticketing capabilities

- Using distributed computing infrastructures to make more information available to customers

- Using imaging systems to track customer correspondence

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2/9/23 (Item 13 from file: 647)

DIALOG(R) File 647: CMP Computer Fulltext

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01075660 CMP ACCESSION NUMBER: IWK19951225S0038

Shipment tracking - Data Is Part Of The Package - UPS and rivals offer

services to help clients track their shipments

Eric R. Chabrow

INFORMATIONWEEK, 1995, n 559, PG43

PUBLICATION DATE: 951225

JOURNAL CODE: IWK LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: Business Strategies

WORD COUNT: 1293

TEXT:

United stationers inc., an office products wholesaler, ships thousands of goods to its 20,000 dealers and their customers nationwide. But the wholesaler's dealers can be a jittery lot. Hundreds of them call United Stationers every day to see if clients received their shipments.

That's why United Stationers has put in place an automated shipping tool, UPS OnLine-from United Parcel Service-to help calm dealers' nerves. UPS OnLine allows customers like United Stationers to ask for pickups, track their shipments. It also helps UPS clients customize records, keep and reports, print bar-coded address labels, review rate tables, and order supplies.

The new technology-part of a broad customer-automation initiative UPS-provides customers with advanced shipment notification, daily ship summaries, customer-to-UPS E-mail services, and automatic customs documentation for overseas deliveries. Eventually, it will permit UPS, world's largest shipper with 1994 revenue of \$19.6 billion, to bill customers automatically. "Carriers today are expected not only to pick up shipments, but also to provide information on those shipments," says E Brockwell, VP of strategic accounts for UPS in Atlanta.

UPS hopes to roll out UPS Online by the end of 1996 to many of its 1.3 million regular customers. The service mirrors rival Federal Express Powership, a customer-automation system unveiled in 1987. Ongoing efforts by UPS, FedEx, DHL Worldwide Express, and Airborne Express, among others, represent a shift in the highly competitive package-delivery business from merely shipping goods to also providing information about these shipments.

For instance, until United Stationers installed UPS OnLine in June, customer representatives needed hours to verify the receipt of a shipment. The wholesaler is among the first to use the service. By the end of 1995, Dudley Land, VP of customer automation and information at UPS, says that about 85% of the parcels the company handles daily will be captured electronically.

UPS plans to rely on a public frame-relay network to establish links with customers. But the system eventually may use the Internet as its communications medium. In September, UPS customers tracked some 70,000 packages through the UPS World Wide Web site managed by two Sun SparcStation 20 servers running Solaris version 2.4 and Netscape Communications Server 1.1.

Three Front Ends

Since 1994, UPS has spent \$100 million annually on customer-automation projects, primarily UPS OnLine. It expects to spend the same amount over the next few years. UPS OnLine lets customers tap into UPS IBM DB2 version 3.1 databases to pull down shipment information in 30 seconds or less from several IBM and Hitachi Data Systems mainframes through an applications-layer advanced peer-to-peer communications protocol using IBM AS/400 front ends. A custom-built customer-message

server routes the data to the appropriate database.

Eventually, UPS OnLine will be available for three types of customer front ends-smart phones, PCs, and mainframes. The PC front end uses Microsoft Windows 3.x and a Gupta SQLBase version 6.01 relational data management system. UPS plans to supply key large-volume customers with free turnkey system-a preconfigured 486SX PC, laser printer, modem, on a package scale. UPS will make a free software-only system available to lower-volume customers.

While release of the PC system is slated for 1996, the first half dozen of UPS's 3,000 customers that use mainframes have been testing a version of UPS OnLine known as Host Access. This mainframe version was developed for UPS by Andersen Consulting, the Chicago consulting firm.

Twin Systems

At United Stationers, for instance, UPS OnLine Host Access links with the wholesaler's own order-entry system, which operates on an Amd 5995-10670M mainframe running the MVS operating system. The integrated system lets workers using United Stationers' dumb terminals or PCs access United Stationers' invoice numbers, which can be cross-referenced with tracking numbers. "From our standpoint, both (our and UPS's) systems have become one," says Steve Schwarz, an executive VP at United Stationers.

UPS also developed UPS OnLine for Philips Electronics NV P100 and Forval FP500 smart phones. Both types of smart phones use Intel x86-compatible microprocessors. UPS OnLine software is embedded in a PC card which allows memory to be retained when power to the phone is turned off.

In the meantime, UPS software developers, writing in the Cobol and programming languages, are revising legacy mainframe applications. They include systems that manage a fleet of 130,000 trucks and 523 aircraft. "Now we'll be able to gather data before the packages get to UPS from the shipper," says Nick Gray, UPS's computer resources manager. That will help UPS better plan staff, truck, and aircraft resources.

To run the UPS OnLine systems, UPS will dedicate two mainframes, each at data centers in Mahwah, N.J., and Alpharetta, Ga., that will back each other up in the event of a failure. Also, UPS plans to more than double its 3.5 terabytes of network storage capacity, adding 4.5 terabytes of storage with Symmetrix 5500-9 integrated cache disk array storage systems from EMC Corp.

UPS anticipates that the system will produce a deluge of customer data traffic. "The amount of customer access in the next five years will be equivalent of all network activity that exists right now," says R.J. Montouro, manager of telecommunications application support at UPS.

That boost in customer traffic is why UPS plans next year to abandon most of UPSnet, its private X.25 packet switching network with some 550,000 miles of dedicated circuitry, for a frame relay network managed by a still-to-be-determined long-distance carrier. Montouro contends that increasing bandwidth on the existing network would be too costly to accommodate customers. Besides, he notes, competition among frame relay vendors should help keep that technology's prices low.

If FedEx's history with Powership foretells UPS's experience with its system, UPS's goal of 85% customer acceptance may be too optimistic. Eight years after FedEx introduced the system, the \$9.4 billion Memphis shipper handles just 60% of daily shipments electronically. But Dennis Jones, FedEx's chief information officer, expects nearly universal acceptance by decade's end.

Still, UPS and FedEx are very different shippers. UPS delivers 12 million parcels daily, while FedEx ships just 2.3 million a day. Fewer than 15% of UPS's shipments involve express delivery, while all of FedEx do. "They view their customer requirements differently and structure their automated services accordingly," observes Greg Smith, VP of the Cologr Group, a Marietta, Ga., logistics consultancy.

FedEx, for instance, found little acceptance of a smart-phone solution it introduced a few years back. "The last thing people want on their desks is another piece of hardware," says Mike Janes, VP of electronic commerce for FedEx Logistic Services.

But UPS's Brockwell responds that its pool of low-tech, small-business customers means there's a greater chance that a smart-phone solution will succeed.

One problem FedEx discovered with customer automation: Online service providers don't always deliver E-Mail in a timely fashion. The FedEx responds immediately to direct E-mail queries about a shipment, customer had to wait 12 hours to get a response through his America On account. "That's one reason we haven't pushed the E-mail option as hard," says Robert Hamilton, FedEx's manager of electronic commerce marketing.

There's little doubt that the entire shipping industry is pushing automation for its customers. The move is fueled because so many enterprises want just-in-time delivery and little or no inventory. "So customers won't accept a package until they're pre-alerted of its arrival," says UPS's Land.

Adds James Cook, an editor at Traffic Management, a logistics trade publication in Newton, Mass.: "It's most important to deliver the right product at the right time to the right customer. That's why UPS and FedEx are pouring big bucks into information technology."

In a business where customer information is becoming almost as critical as delivery itself, investments of hundreds of millions of dollars on customer automation systems are becoming a competitive necessity.

2/9/24 (Item 14 from file: 647)

DIALOG(R)File 647:CMP Computer Fulltext
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00645209 CMP ACCESSION NUMBER: CRN19890501S2081

Viteq Expands Benchmark Uninterruptible Power-Supply Line - Products
Enable Interfacing With Computers That Have RS-232 Ports

COMPUTER RESELLER NEWS, 1989, n 313, 90

PUBLICATION DATE: 890501

JOURNAL CODE: CRN LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: TECHNOLOGIES

WORD COUNT: 360

TEXT:

LANDHAM, Md. - Viteq Corp.'s Benchmark line of uninterruptible power-supply products has been expanded to include interface capability with the RS-232C interface.

According to Viteq, the new interfacing capability ensures that the Benchmark UPS line of products with "ideal" power protection may be used